Agents

You can assign an **Agent** (A person's name) to one or more numbers. To do this click on **Personal** then click on **Agents**. Next click on **Add Agent**

	Call Record We	eb Por	ortal								
			Dashboard > Agent Management								
Welcome Henry Jackson			Agent Management								
0	Dashboard			4-10 - 11-4 - 6							
	Recordings	~	You can manage and maintain a list of your organisation's agents through this sections. Agents are assigned recording e numbers allowing for a collection of detailed usage metrics generated from the collected recordings.								
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	Payment & Billing	~			Rows per page:	15 💌	1-4 of 4	<	>		
°	Configuration	~									

Using **Agents** will display the name on the **Recording Archive** page when a recording has been made with that Agent. You can also use the Agents to filter on. These will also be used for the **Analytics** and **Scorecards** once they become available in a future update.

On the **Create Agent** page add a Name for the agent, if you have departments configured select a department. Next select the **Number(s)** you would like to assign to this agent.

It is recommend to leave the Reviewer as blank, unless you are wanting to restrict access to the recordings. Selecting a reviewer (another user) will limit that user only to be able to see recording made by the Agent you have currently created.

Click on Create Agent when finished

≡	Call Record W	leb Po	rtal					
			Dashboard > Agent Management > Create Agent					
Welcome Alex Grant			Create Agent					
¢	Dashboard		Name (required)					
	Recordings	\sim						
Ŷ,	Analytics	~	Department - 2					
*	Personnel	^	Numbers					
	Agents		Select Numbers					
	Departments		0113					
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些	Reports	~	CREATE AGENT CANCEL					
	Payment & Billing	~						
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You can **Delete** an **Agent** by clicking on the Delete icon on the **Agent Management** page. Deleting an Agent will not delete any recordings.

- ^O Revision #3
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